

Pre-Purchased Services Package

Help for Your Lab – When and Where You Need it!

The clinical laboratory is a busy place. Sometimes you might need an extra hand to enhance your system or make adjustments based on evolving workflows.

That's where Data Innovations' Pre-Purchased Services Package can help. This flexible package allows labs to purchase a predefined number of service hours to be performed by DI's Technical & Professional Services team.

How It Works

The best part about our Pre-Purchased Services Package is that you, our customer, are in charge of how you use it:

- Your lab decides on the number of service hours it wishes to purchase.
- You also determine the period of time over which to use the service hours.
- You decide when and how to use the service hours by the end of the period you choose.

Our Pre-Purchased Services Package is ideal for customers who tend to have small projects throughout the year. It also makes life easier for labs who have a long budgetary approval process. Instead of waiting for management's approval of an expenditure when you're ready to start a project, you'll have the service hours already budgeted and allocated for when you need them.

With the high turnover in labs these days, the extra assistance can alleviate stress for new employees who are still learning your lab's systems and processes.

Ready to get the details on our Pre-Purchased Services Package? Simply speak to your DI sales representative.

Get your lab's services package today!

Where Our Pre-Purchased Service Hours Can Help

You can use the service hours included in our Pre-Purchased Services Package for any type of lab assistance involving a Data Innovations product. This includes:

- Software upgrades
- New or replacement instrument setup
- Complex instrumentation workflows
- Validation testing efforts
- Clinical rules support including validation and optimization
- Failover assistance or setting up a mirror server
- Issue identification and resolution for non-break fix matters
- User security setup
- Lab Intelligence setup or adjustments
- Setup or adjustment of any IM module, such as Moving Averages/Moving Medians, Lab Proficiency Reporting, or Peer & Daily QC Integration.

Plus, you can track your service hours online in My DI Community as you use your Pre-Purchased Services Package!